

# **0311 - Disability Determination**

## **Interim Progress Report**

### **for the reporting period July 1, 2003 - December 31, 2003**

#### **Section I. Agency Update and Assessment**

**1. Emerging Issues at the Federal (National) or State level affecting the agency.**

An emerging national issue affecting Disability Determination is the migration to a fully electronic or paperless case processing system. The current disability process exists in a paper-laden environment consisting of forms, medical records and other material which is costly to maintain, store, transport and reconstruct. The electronic migration will mean that Social Security records will be maintained in an electronic environment that is entirely paperless. Converting to an electronic format will require that the agency store medical and other evidence in an electronic format, or that paper evidence will be digitally scanned/imaged and indexed. We will be negotiating with large copy services and with medical providers to create an electronic record, either by scanning their paper or by creating an extract of their electronic record. For providers who send paper records, we will be asking that they mail records directly to a contractual agent who will scan and index records for inclusion into the electronic folder.

**2. Status of any new initiatives funded from General Revenue or General Improvement funds in the 2003 Legislative Sessions and other changes made through General Legislation.**

None

**3. Discuss significant factors internal and external to the agency affecting agency performance.**

The only significant factor affecting the agency is the migration to a fully electronic case processing system. This transition by Agency staff, while maintaining management of the current workload process, will require skill enhancement and development.

**4. Provide comments on the usefulness and reliability of performance measures.**

Performance measures are indeed useful as they allow the agency to establish whether the strategic goals are being met or not. If the goals are not being met, the performance measures help management identify what is going wrong with the plan and what corrective action is necessary.

**5. Discuss significant uses of line item flexibility in this report period (agencies operating under Performance-Based Appropriations only).**

Line item flexibility is the answer to those plans that do not materialize as anticipated. While there is not a significant chance that this flexibility will be used by the agency, its availability is appreciated.

**Program 1:** Disability Determination

**Goal 1:** To determine if applicants for disability benefits meet the criteria for eligibility

**Objective 1:** To make determinations for disability benefits under the Title II and XVI of the Social Security Act

<u>Measure Number</u>	<u>Performance Indicators</u>	<u>Annual Target</u>	<u>Actual YTD</u>	<u>Comments</u>
1	Increase Adjudication Accuracy Rate	95%	95.20%	Target met
2	Reduction in application processing time	85 days	80.6 days	Target met
3	Disposition of cases vs. number of cases received	96%	91%	Target substantially met
4	Percent of determinations changed through the reconsideration process	15%	16.90%	Target met

**Comments on performance matters related to Objective 1:**

Performance indicators are on track with expectations. The number of cases disposed as a percent of the cases received does not take into consideration the backlog of cases that is in the float and is about to be disposed. The agency expects the percent to increase in the second half of the year, when a new class of adjudicators that has been in training will be released into the production line.

**Program 1:** Disability Determination

**Goal 1:** To determine if applicants for disability benefits meet the criteria for eligibility

**Objective 2:** To investigate suspected cases of fraud or abuse

Measure Number	Performance Indicators	Annual Target	Actual YTD	Comments
1	Number of suspected fraud cases investigated	80	37	Target substantially met

**Comments on performance matters related to Objective 2:**

**Program 2: Administration Program**

**Goal 1:** Provide administrative direction and support to insure that department programs meet their objectives and performance targets.

**Objective 1:** To provide for general operations support and overhead costs not treated as direct costs in other programs

Measure

<u>Number</u>	<u>Performance Indicators</u>	<u>Annual Target</u>	<u>Actual YTD</u>	<u>Comments</u>
1	% of agency performance objectives and targets met	87%	100%	Target met
2	% of agency staff and budget in the Administrative Program compared to total agency positions and budget	18%	13.86%	Target met
3	Agency information technology budget as a percent of total agency budget	1%	N/A	Agency has no Technology Budget
4	Number of prior year audit findings repeated in subsequent audit	1	0	Audit field work completed. Report not yet issued

**Comments on performance matters related to Objective 1:**